

City College News

A newsletter for staff, faculty and alumni of George Brown College

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Hospitality students warm up a chilly night for the homeless

It was a bone-chilling evening but inside St. Matthew's United Church, a group of George Brown hospitality students were serving up hot food and warm smiles to the homeless who had dropped in to get out of the cold.

About a dozen students from the Hospitality Operations Management program spent most of the day on Jan. 20 preparing salad, soup, pasta and meatballs to feed about 65 guests for the Out of the Cold program which provides hot meals and shelter for the homeless.

This was not a class project nor was it a way to earn extra marks — it was simply an act of genuine kindness.

"The real reward is seeing these people happy and so thankful for what you're doing," said student Cassandra Capone in between serving the guests.



Students in the Hospitality Operations Management program serve up hot soup to the homeless during an Out of the Cold dinner on Jan. 20.

Capone and her classmates heard about the opportunity to volunteer through their program's student council.

Amy Block, an educational specialist with Student Affairs at George Brown and a long-time volunteer with Out of the Cold, approached Ron Rouben, co-ordinator of the hospitality degree program, with the idea. He passed the idea along to the program's student council which then organized a group of volunteers, Rouben explained.

Two of the hospitality students who graduated from George Brown's Culinary Management and Italian Culinary Arts programs took leadership in the kitchen with half the group plating the food and the other half serving the guests.

The Chef School also pitched in to help by baking bread, pies and cookies for the dinner, said Rouben.

"The guests love having young people with them because a lot of them don't have family," said Val Hyman, one of the Out of the Cold organizers, as she observed the students chatting with the homeless. "It's nice for them to meet people of all ages."

Students and college get to know each other a little better

Need a pick-me-up on a gloomy winter day? Yearning for that warm, fuzzy feeling inside? All you have to do is read what students say has been their best experience at George Brown College so far and you're bound to smile.

You can find these great, little anecdotes at www.georgebrown.ca/teamgeorge/best_experience.html. These stories are the result of a fun, college-wide campaign to get to know our students and for our students

to get to know us and the services that we provide to them.

For two weeks in late January, a group of enthusiastic and energetic students (dubbed Team George) spread out across the college to get fellow classmates involved in the campaign by revealing what their best college experience has been so far, by asking any questions they had about the college and by taking the George Brown pop quiz.

Those who participated were given the chance to win amazing prizes like a spring break trip for two to Florida, iPods, \$250 in bookstore credit and tuition bursaries.

The campaign was so successful that Team George collected more than 3,000 submissions from current students at St. James and Casa Loma campuses.

Along with our students' heartwarming tales, the answers to their burning questions are also posted on the website. Log onto www.georgebrown.ca/teamgeorge/index.html to see full details of the campaign.



Anusha Kalyanam (right), sporting her Ask George Anything t-shirt, gets fellow student Grace Wambayi to take the George Brown quiz and be eligible for a spring-break trip for two to Florida.

More City College News on Insite

For more stories, go to <http://insite.onanycomputerinsidecollegeclickonCityCollegeNews> and read about:

- The amazing results of the Student Success Strategy pilot project in the School of Business
- How the union and college are working together to make sure you are comfy in your office chairs
- What George Brown College has been doing and continues to do to help victims of the Tsunami disaster

George Brown bridges gap between Canadian workforce and new immigrants

Breaking into the Canadian workforce is a major obstacle for many new immigrants moving to this country, even for those with top educational credentials and extensive work experience.

But for Jackie Tan, the journey to meaningful work was made less bumpy by Career Bridge and George Brown College.

Career Bridge, offered by Career Edge, Canada's Internship Organization, is a program that matches internationally-trained professionals with participating Canadian organizations and companies. Internship candidates apply directly to Career Bridge, which screens and interviews them before giving them access to view current job postings.

The Human Resources department has been making Career Bridge opportunities available at George Brown for the past two years. Tan is one of two Career Bridge interns currently working at the college. She has been interning with Community Services and Health Sciences with associate dean Lori Cranson since October and Joseph Roy has been in IT with manager Alfred Carr.

Both interns, working at an administrative level, are reaping the rewards of learning about Canadian work culture in a diverse environment and having a career coach for support and guidance.

George Brown also benefits from the internship program as it provides highly-trained and motivated employees and is aligned with the college's strategic initiatives to integrate immigrants and diversify our workplace.

When Cranson joined the college last August, she heard about Career Bridge through Human Resources and thought the help of an intern would be ideal since she was relatively new and had several projects and initiatives waiting in the queue. She submitted a proposal to Christine Shreves in HR and received approval for an intern in the fall.

Tan has been providing support to Cranson on various assignments like database projects and events.

"Lori is a fabulous mentor. She is so inspiring and she has helped me learn about the college and this industry," said Tan, who holds a Bachelor's degree in Social Sciences and Arts and work experience in marketing and communications.

This year, HR is asking all areas of the college to consider hiring a Career Bridge intern to fill administrative roles in their departments.

"We are very appreciative of Career Bridge's leadership in establishing such an effective and convenient network between us and the many talented professional immi-



Career Bridge intern Jackie Tan (left) and associate dean Lori Cranson work together on planning and budgeting various projects in Community Services.

grants who arrive weekly in our community," said Nancy Hood, executive director of HR.

Cranson strongly recommends the program to other areas in the college as she has found that "Career Bridge is low-risk with the potential for a high return."

In fact, Cranson was so impressed with Tan, she has been offered a contract to remain in Community Services beyond the four-month internship period.

For more information about Career Bridge, please contact Christine Shreves at (416) 415-5000, ext. 4759.

New Faces @ George Brown



Ann Smiley, Vice-President, Advancement & President, George Brown College Foundation

Ann Smiley has two jobs and one purpose: to focus all fundraising initiatives under one strategy that is aligned with the overall direction and goals of the college.

These positions are new to George Brown

and the GBC Foundation, which is the college's primary fundraising organization.

"I am really excited to be here. Things are aligning in a way that should really move the college forward," Smiley said. "It's very exciting. As soon as I saw the posting... I thought it looked like a great opportunity to be a part of something that will make a real difference."

Smiley, a Halifax native, has spent the last decade of her career in fundraising and development for post-secondary education institutions. She has worked for the School of Graduate Studies at U of T, the Joseph L. Rotman School of Management, Ontario College of Art and Design (OCAD) with Ketchum Canada and the Canadian Institute for Advanced Research.

"I really enjoy the intellectual environment," the Dalhousie University and U of T grad said. "I am a great admirer of students these days because they have to work so hard to get their education."

Judging by her resumé, Smiley is poised to help our students financially through the Foundation and help strengthen our college's role in the education sector and the city.

"Ann will be a great asset to the college in promoting the work and success of our college to potential donors," Sado said. "As a member of senior management committee, Ann will be able to ensure the work of the Foundation is aligned with the college's goals and objectives."

Smiley officially joined the college on Jan. 17. Despite the overwhelming amount of information and number of people to meet, Smiley said she has enjoyed her first few weeks on the job.

"Everyone has been very welcoming and very supportive. I think this is going to be a great place to work."

Smiley is located in the GBC Foundation offices at 1 James campus and can be reached at ext. 2127 or asmiley@gbrownc.on.ca.

Kudos to new Student Service Centres from staff and students

Submitted by:
Mark Grant, Communications Specialist

The new Student Service Centres (SSC) were created in reaction to recent KPI surveys in which students voiced their dissatisfaction with the quality and level of service they received at the college.

Since the new centres opened in August

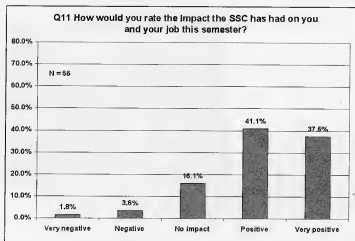
2004, we have seen more than 50,000 students and wait times have decreased by more than two hours during peak times. But we wanted to hear from staff and students if they were noticing any differences brought on by the new centres so we surveyed them during Fall Start-up.

"It is encouraging to see the progress that can be made when a group of committed

staff works towards improving service for students," said Wayne Poirier, Student Life Cycle leader.

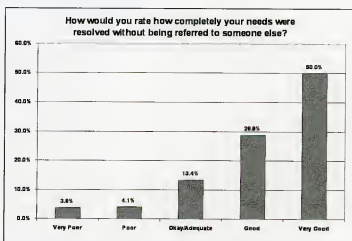
Because it was the feedback of staff and students that led to the creation of the Service Centres, we'd love to hear what you think! Please e-mail any comments or suggestions to us at whatsup@gbrownc.on.ca.

Highlights of the survey are below:



Staff were asked "How would you rate the impact the SSC has had on you and your job this semester?"

What this means: Almost 90 per cent of the staff surveyed indicated that the SSC had a positive impact on their jobs. The centres were built to provide students with a central place to go to address registration or financial aid inquiries. By doing so, we hoped to lessen the load on front-line staff so that they could concentrate on dealing with student issues that specifically concerned their areas of expertise. Providing excellent customer service to our students not only encourages student satisfaction but also maintains a high level of morale for George Brown staff.



Students were asked "How would you rate how completely your needs were resolved without being referred to someone else?"

What this means: More than 75 per cent of the students surveyed rated the completeness of their experience as very good or good. The goal of building the Service Centres was to provide a "one-stop shop" where students could go to access student services in a quick and timely manner, eliminating the need for the students to go to several locations to get their business done. Our plan is to increase the number of services currently available in the centres. The students told us they'd like to see the services provided by Student Affairs (particularly Counselling, Career Services) and also Academic Advising included in any future additions.

Success in the City

In recognizing that our students aren't the only ones destined for great things, *Success in the City*, acknowledges and applauds the innovation, intelligence and dedication of College administration, staff and faculty. To submit an item about a person within the College who has been honoured for his or her achievements and community spirit, please send the recipient's name and information about the award to cwong@gbrownc.on.ca.

Hats off (chef hats, that is) to **John Higgins**, of the Chef School, for being named **Champion of Education and Training** by the Canadian Association of Foodservice Professionals (CAFP). This award recognizes food-service professionals who contribute significantly to the way in which culinary education is researched, developed, and delivered as well as those who have improved industry processes or led positive change in the culinary arts. Higgins joined the Chef School in 2002 as an instructor and was named Director/Corporate Chef of the program last year. "I am honoured to have been chosen for this award," said Higgins, who will receive his award on January 31 at the Top Management Night gala dinner hosted by the CAFP.

Congratulations to **Zamerul Neshaw**, a Library Technician at Casa Loma, because it's not every day that you become a published author. Neshaw, along with other writers whom she met through ConEd's expressive writing courses, have put together a book of short stories titled *This is What Happened*. The stories are written about the authors' personal life experiences. Neshaw's two stories, *The Mango Tree* and *Yes, I can Cook*, are about her life in Guyana and her first job in Toronto as a cook. The book was launched at the Rivoli on January 26 and is available through Life Rattle Press.

The George Brown College Seniors'

Association presented the annual Fred Day award to three nursing students on Dec. 20, 2004. Congratulations to Jennifer Keigher (Registered Practical Nursing), Larissa MacBeth (Bachelor of Science Nursing) and Adelina Morra (Bachelor of Science Nursing) who were awarded the bursaries in recognition of their academic excellence, financial need and ability and skill in caring for the elderly.

On Jan. 26, about 200 students, staff and faculty gathered to hear award-winning journalist **Gwynne Dyer** speak on a topic that has dominated the airwaves in the recent past — war. Dyer lectured for close to two hours, presenting a fresh perspective on the Arab world, how most of them view the West and how much of a threat terrorism really is. He offered great insight into these pressing issues as an international affairs journalist and fielded a number of questions from the audience following his presentation. His lecture was sponsored by the **Centre**

for Community Services and Health Sciences, Centre for Continuous Learning and the International Centre.

It's always tough getting back into the swing of things after the holidays but thankfully there is Health in the College. Students in **Nursing and Fitness and Lifestyle Management** organized this informational event on Jan. 11 at Casa Loma to help students, staff and faculty tackle their New Year's resolutions, bypass the winter blues and harness more energy to get through the day. The students provided brochures and literature on staying healthy, demonstrated easy exercises and did testing such as blood pressure measurement for people who stopped by their exhibit. In case you missed the latest instalment of Health in the College, Gabrielle Pascoe, the event organizer, offers these tips for good health in the new year:

- 1) Pay attention to your body and the signs it is giving you.

- 2) Eating properly and exercising regularly will help you both physically and mentally to deal with stress.
- 3) Stress is normal — you just have to remember to deal with it as it occurs and not let it build up.

Through Health in the College, health sciences students offer their skills and knowledge to help the college community and foster an understanding of how different aspects of health care are related.



Nursing student, Kiran Singh takes Student Association president Jermaine Smith's blood pressure at Health in the College on Jan. 11.

UPCOMING EVENTS

Hospitality Career Fair

Feb. 1, 2005 — 10 a.m. to 2 p.m.
Students in hospitality and tourism will be given the chance to connect with the city's top hotels, golf clubs, restaurants, attractions and resorts. Dressed for success and armed with their polished resums, these students will be given a golden opportunity to network and build important relationships for their future careers in hospitality. The career fair will be held at Siegfried's.

Technology Career Fair

Feb. 2, 2005 — 10 a.m. to 2 p.m.
Current students in technology programs are invited to mix and mingle with employers at the Technology Career Fair, hosted by the Industry Liaison Office for technology at Casa Loma. They will learn more about their career options and meet companies that have hired GBC graduates in the past. For more information, go to <http://www.georgebrown.ca/techcareerfair>.

"Things my Fore-sisters Saw!"

Feb. 2, 2005 — 4 to 5 p.m.
This dynamic and inspiring performance by Leslie McCurdy celebrates African Heritage

Month and recognizes four women who played pivotal roles in Black Canadian history. The performance will take place at St. James campus in Room 128. Admission is free; please RSVP to Jennet Cox at ext. 6670 or jcox@gbrownc.on.ca.

Health in the City

Feb. 3, 2005
This multifaceted, day-long event is designed to highlight the role of George Brown College in the delivery of unique, progressive health-care education as well as focus on how different aspects of health care are related to one another. Health-care experts will explore the role of education in health-care reform and middle and high school students will see first-hand how it all fits together through interesting, interactive activities. For more information, please log onto www.georgebrown.ca/healthinthecity/index.html.

Hats for Humanity

Feb. 9, 2005 — 11 a.m. to 5 p.m.
Students in the School of Design are creating hats as a visual reflection of the Tsunami disaster for the college community to sponsor for \$20 or purchase for \$50. All proceeds will

go to the Student Association's Tsunami Relief Effort. The hats will be on display in the main lobby of St. James campus. For more information, please contact Jennifer Stellings at ext. 2027.

George Brown Theatre presents Yerma

Feb. 10, 2005 — 8 p.m.
This wonderful production of Federico Garcia Lorca's *Yerma* will be accompanied by a wine and cheese reception as a fundraiser for the United Way and a special George Brown Staff Night. Tickets for this performance are \$20 and can be purchased from Fernanda Calderella at ext. 2994 or Carolyn Grayston at ext. 2211.

February Intercession Week

Feb. 21 to 25
Staff Development is presenting a number of workshops for staff to continue their learning in a number of areas with a focus on diversity and understanding the global perspective at George Brown. For more details or to register, please go to the Staff Development calendar at www.georgebrown.ca/CalendarEvents/default.aspx?idc=20.